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FEATURES

FHRAI DESK

GOVT. TO CONSIDER AUDIT OF FOOD SERVICE AGGREGATORS

Department for Promotion of Industry and Internal Trade & representatives of FHRAI held a meeting to discuss regulating the business practices of FSAs.
FHRAI DESK
HRAWI REITERATES HOSPITALITY STAND WITH MAHARASHTRA CM
The association held a meeting with Maharashtra CM. HRAWI highlighted the need to actualise the ease of doing business through the single window clearance system.

GUEST COLUMN
TIME AND TIDE WAIT FOR NONE
Dr. Himanshu Talwar, Assistant Secretary General, FHRAI, on how time management makes one more organised and confident.

BUDGET 2019
BUDGET 2019: HOPES PINNED ON GST SIMPLIFICATION
Regional Presidents and EC members of FHRAI share their views on the recently-announced Budget, which did not have much to cheer for. They express hope on GST simplification, which would be a relief for the sector. They also share a report on how the hospitality segment has fared in the first six months.

GO GREEN
RISING ABOVE DISASTER
A natural calamity or any other disaster can be a serious cause of concern for hotels, if unprepared. The MAYFAIR and Swosti groups in Odisha share their rebuild story with us after being hit by cyclone Fani.

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Dear fellow members,

Budget 2019, has been a setback for the hospitality industry as issues and concerns raised have not been addressed, yet again. Although the government on several occasions had indicated that they are looking at giving an impetus to the industry, nonetheless there has been no mention in the budget sops or benefits extended.

Associations, various stakeholders and hospitality professionals, have been in touch with various ministries and departments for getting their concerns acknowledged, especially pertaining to the reduction in Goods and Services Tax (GST), granting infrastructure status and for availing Input Tax Credit (ITC), in order to boost the arrival of foreign tourists and expansion of the domestic market. Unfortunately, these issues have not been looked into.

It is indeed important to mention that the hospitality industry is one of the important sectors of the economy and acts as a catalyst for the growth and prosperity of the subcontinent as a whole. It is high time that the government understood the contribution of the industry, which has no boundaries and therefore is pegged to be one of the biggest contributors to the GDP by way of earning foreign exchange, creating jobs – both in the organised and the unorganised sector, and eventually leading the country on a trajectory of economic growth.

A blessing in disguise or an opportunity to be harnessed with, the world is knocking our door for pleasant and beautiful vacations, religious tours, spirituality and wellness destinations, wildlife and resorts, despite tough competition from the neighboring countries. The year 2017-18 saw an evident ascent in Foreign Tourist Arrivals (FTAs). Around 10.18 million arrivals in the year were 15.6 percent higher as compared to 8.8 million in 2016-17. With almost all weathers to experience, and alluring offerings such as delicious traditional delicacies, ethnic cultural attires, ancient Ayurveda medications, yoga sessions to spiritually help rejuvenate oneself, and much more, India offers one-stop-shop solutions to tourists from across the globe.

FHRAI always stays abreast in taking up significant issues faced by the industry. The Budget of 2019 is one aspect of it, the other are the challenges faced from Online Travel Aggregators (OTA’s) and Food Service Aggregators (FSA’s). Both hotels and restaurants have been bearing the crunch of discount addicting strategies, predatory pricing, exorbitant commissions being charged and many related issues which have been adopted by these e-commerce companies. We are thankful for the related ministries and departments of the government of India who, have taken cognisance of these issues. However, a permanent solution still seems far off.

Notwithstanding all the challenges being faced, we as an association are convinced that the Indian hospitality industry would deliver - as always, a thoughtful, individualised and an amazing experience to tourists – both domestic and foreign, and will surely work hand-in-hand with the government and various stakeholders to find new ways to surprise and delight travellers to India.

With kind regards,
Rahul Lall
Secretary General, FHRAI
Technologies that Take Weddings from Memorable to Mesmerizing

“Royal Wedding” was the name Magic Innovations, a 3D projection-mapping company, gave an Armenian wedding it orchestrated. Royal indeed, for the wedding was a showcase of technological grandeur. A shower of blue sparks, digitally projected on to the hotel’s facade, greeted incoming guests. Guests then made their way to the banquet hall, which was a canvas for a 360-degree projection. Shimmering motifs of stained glass decorated the walls. Mosaiced patterns teared open to reveal a kaleidoscope of swirling butterflies. In one of the evening’s climactic moments, neon-blue light danced on stage and outlined a wedding cake that soared to a few meters in height.

Around the world, weddings are being redesigned with the help of Professional AV and Integrated Experience solutions. Hoteliers who want to make their mark in India’s US$50-billion bridal industry must embrace technology as well. This September, head to InfoComm India 2019 to learn from the world’s most innovative manufacturers, and see their cutting-edge solutions. Discover a plethora of new products debuting in the Indian market. Industry experts will also share their wealth of knowledge at the Summit’s free-to-attend educational sessions.

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Opening Hours

18 September 2019 (Wednesday)
10am - 6pm

19 September 2019 (Thursday)
10am - 6pm

20 September 2019 (Friday)
10am - 4pm
In a meeting called by the Department for Promotion of Industry and Internal Trade (DPIIT), representatives of FHRAI presented the issues and concerns of the restaurant industry caused by the deep discounting and predatory pricing practices of the Food Services Aggregators (FSAs) on their trade. Government has agreed to look into issues including building of services, data marking, hybrid models, transparent algorithms of FSA portal, and exclusivity among others. Officials of the Ministry of Road Transport and FSSAI were also present in the meeting. “We have proposed specific solutions to the DPIIT for regulating the business practices of FSAs to safeguard the interests of the restaurant industry. Our foremost appeal to the DPIIT is to advise FSAs to stop the deep discounting of products served or offered by restaurants. We have also brought it to the attention of the Ministry of Commerce & Industry, Government of India about FSAs floating impractical, unaffordable and unconscionable discounts. Discounting a product by 50 per cent and similar other offers is causing loss of image to the individual restaurants and distortion of the market scenario. At present, FSAs demand commissions ranging from 20 to 30 per cent adversely affecting the revenues, business and livelihood of the owner of a restaurant. We would request the Govt. to rationalise the commissions to be in the range of 5 to 10 per cent,” said Gurbaxish Singh Kohli, Vice President – FHRAI.

“Such indiscriminate hosting primarily to populate the FSAs platform encourages illegal activities, non-compliance of statutory rules and regulations; and compromises product quality. This also translates to a huge loss to the exchequer. Such mushrooming and encouragement of illegal ‘dark kitchens’ are an affront to the organised sector, which creates an unhealthy business environment, not conducive for the orderly growth of this sector. As standard practice, FSAs exhibit rosy food pictures to represent such illegal kitchens and misguide unsuspecting consumers into ordering their food from such places that may be operating without any hygiene standards. Our last and most important appeal is for the FSAs to conduct operations based on quality of service and efficiency rather than by cannibalising the original stakeholders – the restaurants,” said Pradeep Shetty, Jt. Honorary Secretary, FHRAI. “We have also recommended that consumers be provided an option to have their parcels delivered directly by the restaurant. A restaurant must also have the right to map delivery orders and also that the FSA delivery person’s number be active throughout instead of making it available just for a couple of hours. Also, if the FSA outsources this service, then they should come up with a new, fool-proof model,” he added. “Because of the malpractices indulged into by the FSAs, the restaurant industry in the country is going through a very challenging phase. It is only fair that FSAs cease to cannibalise the market on the back of funding received and instead position their operations based on quality of service and efficiency,” concluded Vinod Gulati, EC Member, FHRAI.
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A delegation of Hotel and Restaurant Association of Western India (HRAWI), led by its President, Gurbaxish Singh Kohli; the Vice President, Sherry Bhatia; Vivek Nair, Member of Honour & Chairman & Managing Director, Hotel Leela Kempinski; Kamlesh Barot, Past President, FHRAI and Tejinder Singh Renu, HRAWI co-ordinator for Nagpur, met the Hon’ble Chief Minister (CM) of Maharashtra, Devendra Fadnavis recently to present the hurdles faced by the hospitality industry and discuss the way forward for the government to facilitate tapping the tourism and employment potential the industry provides.

The discussions pivoted around the critical issues faced by the hotel and restaurant industry and the CM was presented with a docket outlining suggestions and scope for promoting hospitality employment, foreign exchange accruals and tourism for the state.

“In the meeting, the team focused on presenting to the Hon’ble CM the need to fully actualise the ease of doing business through the single window clearance system. The team also emphasised the benefits the state would reap with the creation of special tourism zones, backed by hospitality’s presence and deliberated with him the specific problems faced by many hotels and restaurants in Tier I and II cities of Maharashtra. The CM acknowledged the fact that HRAWI pioneered conducting FSSAI’s FoStaC programmes and also appreciated the association for supporting the state’s ban on use of plastic across all its member hotels and restaurants as well as for our contribution in Swasth Bharat’s Eat Right Movement,” said Kohli. Of the several points presented to the CM, the team highlighted the need for bringing enterprises including Airbnb, IIBB, OTAs and Homestays under the organised sector. It also brought to the CM’s attention the fact that the industry has yet to receive industrial rates post being granted an industry status.

While discussing issues related to Excise, the team informed the CM about the exorbitant transfer fees for liquor licence and requested for reduction of dry days, as well as for implementing online renewals and one-day licences.

The team also discussed matters related to renewable energy, and ways to maximise the utilisation of solar power in the hotel industry.

“The report presented to the CM extensively covers each obstacle faced from every department, for example, the need for scrapping of the health license u/s 394 by BMC due to the FSSAI or the drinking permit for alcohol consumption, removal of demarcation of permit room and eating room area, among other issues on the Excise front, just to name a few. Post our briefing, the CM has assured us a resolution on most of the issues and has called for a joint meeting within a week, with the Chief Secretary of the State and his Departmental Secretaries from each of the above departments for resolving each of their specific issues one by one, in his presence,” added Barot. “We are delighted with the CM’s immediate call for action and the support we have received from the entire department. We thank the Chief Secretary Ajoy Mehta for expediting the meetings between various departments and HRAWI. We have so far discussed various issues with the Excise department for a considerable reduction in the exorbitant transfer fees, reduction in dry days from 9 to 4 days, sorting the issues related to one day licences and simplifying the process, demarcation of areas for liquor, eliminating the need for duplication of records and keeping unnecessary books for records and removal of nokarnama, among others,” added Kohli.

“Meeting focused on actualising the ease of doing business through single window clearance system”
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HRAEI LAUDS FSSAI’S HYGIENE RATING

Pranav Singh  
President  
HRAEI

Sudesh Poddar  
Chairman, Administrative Committee, HRAEI

TS Walia  
President Emeritus  
HRAEI

FSSAI is all set to implement the Hygiene Rating Scheme, which will rate thousands of restaurants across India. The ratings will become visible across outlets. The scheme is being initiated with an intention of ensuring that consumer make informed choices while eating out and encouraging food businesses to showcase and improve the food hygiene standards. Pranav Singh, President, HRAEI, has hailed the move as revolutionary in raising the standards of food safety in the country. He says, “The concept of hygiene rating is new in India but has parallels in many countries across the globe.” According to him, the transparent scoring and rating process will allow all food business outlets to showcase their level of compliance and excellent food hygiene quality and enable consumers to make informed choices about the foods and the places where they would like to eat. “Through these choices, food businesses will get encouraged to improve their hygiene standards and thus reduce the incidence of foodborne illness,” he added.

But effective implementation of a foolproof hygiene rating is a big challenge in India. During inspections, it is often observed that some food business operators overlook hygiene norms laid down by FSSAI. “This is why HRAEI regularly collaborates with FSSAI to impart training to all big and small food business operators (FBOs) in the region,” says Singh. The training covers all aspects of providing healthy and hygienic food, dos and don’ts for processing and cooking food, hygiene of the workplace and work force and prohibiting use of ingredients restricted by the FSSAI. Nearly 1000 operators have already been trained so far. Sudesh Poddar, Chairman - Administrative Committee, HRAEI, says, “Hygiene rating and food safety training must also cover street vendors serving food and snacks to people on roadsides. This will make consumers value food standards and hygiene of food they buy, in restaurants or makeshift food shops.” He cited the example of Singapore where food of street vendors or hawkers are also regularly audited for safety and health of the nation’s citizens.

T.S. Walia, President Emeritus of HRAEI, sums up, “We wholeheartedly appreciate the noble effort.”

The scheme ensures that consumers make informed choices & encourages food businesses to improve food hygiene standards.

HRAEI Desk

FHRAI Desk

Pranav Singh  
President  
HRAEI

Sudesh Poddar  
Chairman, Administrative Committee, HRAEI

TS Walia  
President Emeritus  
HRAEI

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HRANI TO HOST CONCLAVE IN THE CITY OF LAKES

HRANI’s fifth conclave has been scheduled to be held on July 26, 2019, at the Fateh Prakash Palace, (A unit of HRH Group of Hotels) in Udaipur.

Chief Guest Pawan Agarwal, IAS, Secretary to Govt. of India & Chief Executive Officer, Food Safety and Standards Authority of India (FSSAI), shall inaugurate the event.

HRANI organises and plans its conclaves in all nine states of North India on rotation basis. This time, at the conclave, the association aims to bring on the table some crucial concerns that are plaguing the hospitality industry.

The conclave aims to sensitise members, who are hoteliers and restaurateurs, on the key issues and policies concerning the sector. The 5th conclave will comprise of panel discussions by eminent speakers, presentation on industry-oriented topics like Repurposing of used cooking oil (RUCO) to Biodiesel, Hygiene Rating and Food Safety including FoSTaC. A panel discussion on Food, Flavour Trends 2030 and beyond has also been planned for this Conclave.

Registrations for the event can be done through HRANI’s website (www.hrani.net.in). The event will conclude with networking dinner at Jagmandir Island Palace - The Iconic Island in the City of Lakes.

HRANI MEETS SANTOSH KUMAR GANGWAR, MOS, LABOUR AND EMPLOYMENT

Garish Oberoi, Treasurer HRANI with Renu Thapliyal, Secretary General HRANI met Santosh Gangwar, Minister of State for Labour and Employment (Independent Charge) and discussed concerns related to the hospitality industry.

SIHRA EC MEETING CHARTS RESOLUTIONS FOR MEMBERS

The Executive Committee of South India Hotels and Restaurants Association (SIHRA) held its first meeting of the financial year at the Radisson Blu Atria Hotel in Bengaluru recently. The Committee discussed issues affecting members and took steps to come up with resolutions for them.
The United Nations General Assembly has designated June 7, 2019, as World Food Safety Day with the theme ‘Food Safety everyone’s business’, FSSAI Southern Region held a meeting for all stakeholders to commemorate this day, which will henceforth be known as World Food Safety Day. SIHRA participated in this event. P. Muthumaran, Director, Southern Region, FSSAI, addressed the gathering and emphasised that the theme ‘Food Safety everyone’s business’ was apt as there is a responsibility to ensure that people had access to safe and nutritious food, which was the key to sustaining life and promoting good health.

Statistics show that there are an estimated 600 million cases annually of foodborne diseases worldwide. The Chief Guest, Anurag Lodha, Chief Operating Officer of Kaleesuwari Refinery, spoke about the importance of ensuring safety and adherence to specified protocols in the manufacturing processes where food and related items were involved.

This would ensure that there was no risk of contamination. The attendees took a pledge on World Food Safety Day to promote safe food and to prevent, detect and manage foodborne risks. The meeting was held at GRT Grand Hotel, Chennai and was well attended by representatives from the Indian Drug Manufacturers Association and Association of Food Scientists and Technologists India.
On the overwhelming path to success and fulfilling their dreams, we often neglect a helpful skill - the skill of time management. Becoming better at managing time allows us to become more organised, more confident, and learn more effectively. Here are some tips to become better at managing time effectively:

1. **Organise Your Time**
Organising time is the most vital goal. Your goal should be to gain control over time, rather than letting it control you. It is about taking ownership of time, which is the essence of your life. The main objective of time management is for you to have a clear picture of your upcoming days, weeks, and months. It is a way for you to discover what time you have available to devote to work, family, recreation, or other activities. This will enable for you to not waste time meaninglessly.

2. **Set Your Priorities**
Without first setting your goals straight, it turns out quite impossible to focus on them. That is why goal setting is very crucial for time management and developing focus. In case, you are up to several things in your life, your first step must be to organise them. Categorise your goals on the different things that you count as a vital part of your life: a goal for your professional life, another for your extracurricular activities, etc. This advance planning will increase your awareness.

3. **Make a Flexible, But Realistic Schedule**
After establishing your priorities, set up a schedule which respects your priorities. Remember, when it comes to maintaining the balance between professional life and other activities, a realistic timetable is important. It’s also important to remember that things often take longer than expected. So, allow a little extra time in case you spend longer on a task than you thought you would. Schedule in some time for socialising, etc.

4. **Break-Time Is Important Too!**
A scientific fact proves that a human brain can concentrate for only 17 minutes in one go. Make sure you don’t overburden yourself. When you rush from one task to another without taking any breaks, it is difficult to appreciate your efforts of continuously sitting at your desk and studying. Between tasks, go for a nice short walk, meditate, listen to some music, do something that will take your mind completely away.

5. **Self-Control Does Exist**
Taking breaks while completing a task are acceptable but tuning out during the time scheduled for something productive isn’t acceptable. You should be more aware of how much time you are spending on activities involving professional commitments, family or tasks like browsing, watching TV, etc. so that you have a clear idea of how much of time you’ve used doing nothing quite productive and hence stick to the schedule you’ve prepared for yourself instead of being distracted.
Between tasks, do something that will take your mind completely away.

REVIEW YOUR SCHEDULE

Constantly reviewing and reassessing your schedule can help you recognise whether you need to make any changes in order to help you complete any of your daily/weekly tasks or goals and have time to relax and spend time with friends and family.

Understanding the value of time is the key to success for every individual. Like Miles Davis said ‘Time isn’t the main thing. It’s the only thing’.

The views expressed above are the authors’ personal views.
Intellistay Hotels Pvt. Ltd. (IHPL) has launched Mango Hotels – Haridwar, in Uttarakhand. The 46-key property is located near the famous ghat on the banks of the Ganges, Har Ki Pauri.

The hotel features rooms under two categories: Mango Classic and Mango Club. The rooms are spacious and well-furnished, and come with modern amenities like air conditioning, study table, wardrobe, telephone, smart TV, brewing station, safe locker, luggage rack and ensuite bathrooms. The Mango Club rooms are luxurious, with ample relaxation space in the rooms.

Prashanth Aroor, CEO, IHPL, said, “Haridwar is the perfect Tier-3 city. The ghats, SIDCUL, a fine industrial cluster and the highway that passes through to the Char Dhams ensure that Haridwar sees a lot of quality traffic with ARRs well over comparable sized cities. With large banquet halls, a conference hall, a plunge pool and Kalpavrixa, our vegetarian experiential restaurant, Mango Hotels - Haridwar will engage equally with the local community of the city and cater to their needs.”

The in-house restaurant, Kalpavrixa Vegetarian, provides a wholesome approach to vegetarian dining, with options ranging from Indian, Oriental and Continental cuisine. The 52-cover restaurant is designed in a fresh style, with textures, patterns and a combination of subtle and bold colours. Other facilities include Mango banquets, the 3800 sqft banquet hall, which can comfortably accommodate 350+ guests. The conference hall, Mango conference, measures 600 sqft, and can host meetings, events, and gatherings for up to 50 guests.

Pride Hotels Limited has unveiled the group’s first property in Northeast India - Pride Terrace Valley Resort Gangtok. The luxury resort offers 45 well-appointed rooms and suites replete with all modern elements. Prominently located at National Highway 10, Ranipool, Gangtok, 18 km from Pakyong Airport, the hotel and is well connected by road, rail and air.

With major tourist attractions namely Nathu La Pass, MG Road, Rumtek Monastery, Tsongmo Lake, Ganesh Tok in close proximity, the resort boasts of elegantly furnished rooms and suites that will appeal to both leisure and business tourists. S.P. Jain, Managing Director, Pride Hotels Limited, on the launch said, “This is our first property in Northeast India and 16th property nationally. Sikkim with its spectacular natural beauties, amazing lakes, mystic valleys and snow-peak mountains attracts a huge slice of leisure tourists from across the world. We are delighted to tap the growing potential of tourist inflow by presenting a host of contemporary amenities, refined elegance and exceptional services for our esteemed patrons.”

Binay Thakur, Associate Vice President, Pride Hotels, stated that Pride Terrace Valley Resort offers deluxe and superior rooms facing the pool or mountains. The superior rooms feature sleek wooden floors, large work desks with ergonomic chairs and contemporary bathrooms with rain showers. All the guest rooms are equipped with LCD TV, climate control with air-conditioning, Wi Fi internet, Coffee/tea maker and comfortable beddings.

The resort facilities include swimming pool, travel desk, laundry services, multi-cuisine restaurant, bar, conference hall, banquet hall and open-air courtyard. Guests can relish a magnificent culinary experience at the ‘Bailey’, a multi-cuisine fine dining restaurant.
Cygnett Resort Mountain Breeze situated in Jeolikot is now open for guests. The resort offers 59 rooms and an all-day dining area. Speaking on the occasion, Sarbendra Sarkar, Managing Director, Cygnett Hotels & Resorts, said, “Cygnett Resort Mountain Breeze promises its guests a truly unmatched Cygnetture experience and a memorable stay with an undisputed location at unbeatable prices.”

Cygnett Resort Mountain Breeze offers an incredible value and an unforgettable experience when it comes to hosting corporate events. The hall is situated at a superb location with flexible banqueting spaces equipped to handle gatherings of any nature and size.

In addition to this, an acclaimed blend of thoughtful hi-tech amenities, agile service and superb culinary offerings ensure a flawlessly orchestrated event every time - be it meetings, launches, seminars, workshops, weddings, anniversaries, private parties or any other occasion. Tailor-made residential conference packages are also available.
The Ministry of Tourism has invested around ₹6500 crore for building infrastructure, however the same cannot be said about private infrastructure, especially hotels, informed Billa. However, he claimed that the sentiment for the investors has been damp because of the financing patterns. “We have two issues—one is how do we make financing easy for the hospitality sector and the second is how do we make ease of doing business even easier for those investors who come into this sector. For the first, we had a situation where we had three things, which were qualified under the harmonised list of infrastructure—the first was if you build a 3-star hotel in a city with a population of around 10 million. The second is if you build a hotel of star category at a UNESCO World Heritage site, and the third is if you had an investment of ₹200 crores or above. These things had come in 2013, but there was a clause, which meant that from October 2016, the clause which enabled hotel projects with an investment of ₹200 crore to be assumed to be part of harmonised list of infrastructure, ceased to exist. Hence, we have been continuously making the request to bring hospitality back into the harmonised list of infrastructure, because there is no other sector which can create as many jobs as the hospitality sector,” he added.

INFRASTRUCTURE STATUS FOR HOTELS
Billa claimed that the agenda of the Government for the first 100 days is to elevate the sector through the harmonised list of infrastructure. “We have been continuously pushing with the RBI and the Department of Economic Affairs, and one of the most important things that should happen now in the first 100 days of the new Government is to get the hospitality sector under the harmonised list of infrastructure. This means that if your tenure of loan is eight years now, it will get extended to 15 years and the prime lending rate will also drop by 200 percentage basis point places, or by two per cent.”

WAY AHEAD
He further elaborated, “The argument that Department of Economic Affairs and RBI seemed to have is that hotels are not part of infrastructure because it has a specific description, which does not include hotels. One of the arguments they had was if they allow hospitality sector to access the funds for infrastructure, the money will get crowded out from the core infrastructure areas and used for hospitality sector. To this we said that they can cap it at 4-5 per cent. This means that every bank can limit its exposure to four per cent of its lending on the infrastructure. I think that the industry, and all of us together, need to take this up and push it for the first few days of the government, because only then the reserves would come in by the third or fourth year.”

He claimed that currently they estimate the hotel rooms under construction to be about 50,000, with 30 per cent of them stuck because of various issues. “I think it’s very important that we get those back on the track, and if we are able to get this infrastructure status, we’d be able to generate around 10,000 hotel rooms every year, which means that within the next 5 years we will be able to put another 50,000 rooms. That translates into generating about 100,000 hotel rooms in this country by the next 5 years. The other issue faced by hospitality sector is GST, and we are very hopeful that this gets sorted out in the next GST council meeting.”

Nisha Verma

Suman Billa, Joint Secretary, Ministry of Tourism, shares the core issues plaguing the hospitality sector and the steps that the ministry is initiating to fill the gaps in the sector. Read on to know more...

‘ESSENTIAL to ease business for HOSPITALITY’

Through infrastructure status, we’d be able to generate around 10,000 hotel rooms every year
A rest in time saves nine

Housekeeping is an important department in a hotel. Its main forte is to ensure that the room is perfect - clean, comfortable and cozy! Suppliers share new trends, views and the latest offerings on one of the component of this segment - mattresses. They also share the USPs of their products.

With international chains entering India and availability of niche options on mattresses, guest expectations has intensified for a perfect room. Mattresses are one component which is vital as hotels nowadays try and create an ambience suited to the needs of travellers. Advent of new technology in the products are gaining prominence. Mattresses that are soft and have the technology like memory foams, or pillows that ensure postural corrections can be useful for the hotels at large to lure guests to unwind in solace. Companies are working in tandem with international standards to accommodate excellence in their products, while projecting latest trends.
Innovation and technology are the core of Kurl-on inventory, which is evident from its unique selling products like STR8 technology and mattress in box mattresses, among more.

USP OF KURL-ON
STR8 technology and mattress in box mattresses, wedge pillows, music pillows, state-themed wedding mattress are the future of the segment. The growth of Kurl-on from a mattress company to a complete home décor and furnishings provider demonstrates its vision and mission to be at the forefront of a complete home solutions provider. Kurl-on group has registered over 11 per cent growth and has crossed turnover of 1151 Cr in LY FY.

KURL-ON ACQUIRES SPRING AIR AND ENGLADER
As India’s largest mattress maker and complete home décor and furnishing solutions provider, Kurl-on, recently acquired the international mattress brand –SpringAir – amongst the top 10 manufacturers of bedding products. SpringAir’s mattresses is the preferred choice in the hospitality sector and Kurl-on’s acquisition of SpringAir will open the doors for its foray into the hospitality segment. The acquisition covers Spring Air’s operations across India, Bangladesh, Sri Lanka and Pakistan. With this acquisition, Spring Air and Englader brand of mattresses will now be under the Kurl-on umbrella. The acquisition will strengthen Kurl-on’s presence in the premium bedding segment, besides enabling them to penetrate the fast growing demand in the hospitality sector. This is in line with Kurl-on’s aggressive expansion strategy of both its product portfolio and retail presence.

LEGACY OF THE GROUP
The seeds of Kurl-on was sown by Ramesh Pai during a visit to Germany. From a realisation that high-end motor car seats used rubberised coconut fibre manufactured in Sri Lanka, Pai, smelt an opportunity as India was the largest producer of coconut fibre. Thus was born Karnataka Consumer Products Ltd, predecessor of Kurl-on.
cook pasta-licious recipes in minutes
Now, unwind rightfully

Hospitality sector is catching up with the trend of one side soft one side hard mattress and Springlife products are popular in the industry for its durability, comfort, price, and services.

Mohit Aggarwal
Director
Shubh Springlife Mattresses

USP OF SHUBH SPRINGLIFE MATTRESSES
For better pricing and best quality, we manufacture all our products in-house rather than sourcing. We have a wide range of products to offer, from mattresses, bed base, roll away beds, duvets, pillows, bed linen, toppers and protectors which has given the convenience of one stop shopping to our valued clients.

UPWARD TREND
The year 2018 was good as we were able to tie-up with a lot of prestigious institutions like Himachal Pradesh Tourism, Taj Hotels, Ramada, Four Points by Sheraton, Hilton, Fortune Hotels, to name a few. Our continuous focus on developing new products for the past five years has helped us to move forward in the hospitality industry. Our products are placed in the top hotels of the Indian subcontinent. In 2018, we had successfully tied up with several of the state tourism boards, Indian military forces, public sector and private sector banks for their accommodations. Also, we are now supplying our products to SAARC nations to upgrade their hospitality sector with our premium products.

ONE SIDE SOFT ONE SIDE HARD MATTRESS
Hospitality sector is catching up with the trend of one side soft one side hard mattress, with eight inches being soft feather touch mattress, and the remaining two inches being hard orthopedic mattress, making a total of ten inches mattress. Springlife introduced this to leading hotels and we have named it ‘You Top Mattress.’ They are specially designed for 5-star category hotels. We make it in ten inches and twelve inches height. This model not only avoids the extra inventory of hard mattress and wooden boards, but, are also convenient for the housekeeping staff, who only needs to flip the mattress to make the bedding as per client requirement.

NEW OFFERINGS
Spring Mattresses, with a thick top padding of high-density foam in pillow top and euro top models, are fast becoming popular in the industry. Our innovation of ‘You Top Mattress’ is also catching up fast. We recently launched two models of our ‘Roll Away Beds.’ Model one is our ‘Foldable Stainless-Steel Roll Away Beds’ with Spring Foldable Mattress. Model two is our ‘Standing Roll Away Beds’ with eight inches Spring Mattress. It has a cushioned headboard, with sun mica fixed to the plyboard for elegant appearance. It appears stable with necessary supports given to the frame.

Mohit Aggarwal
Director
Shubh Springlife Mattresses

The trend is of one side soft one side hard mattress, with eight inches being soft feather touch mattress
Being in tandem with the ever-changing requirements of the hotel industry for linen and related products, Pushkal Textiles is the one-stop-shop for quality and contemporary range of bed and bath linen. The wide range of products includes mattress protectors, bed sheets, pillow covers, pillows, duvets, duvet covers, bath towels, hand towels, bath mats, face towels, pool towels, bath robes, shower curtains, restaurant napkins, etc.

With an objective of manufacturing unrivaled quality products at competitive price, the company has been a market dominator for over a decade. Sheets and pillow covers of Pushkal Textiles are available from 120TC to 300TC in super combed yarn and bath linens are available in 100 per cent cotton low twisted fine yarn for enhanced water absorption.

The company can customise all products as per the requirement of the customers including logo/name woven in bath linen.

“

Sheets and pillow covers products are available from 120TC to 300TC in super combed yarn

”

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**Hotel Guest Room Phones**

- **Bluemoon**
- **Venus 32**
- **Uranus 38**
- **UNO 62**
- **UNO 69**
- **Euroset-2005**
- **Polaris 41**
- **Euroset-2025C**

**AV&T Hospitality Solutions Pvt. Ltd.**

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- Email: info@avnt.co.in  www.avnt.co.in
- D-328, Shanti Shopping Centre, Mira Road Thane - 401107 Mumbai
A dream come true

Peps Industries provides its consumers a dream come true experience. With a licensing agreement with Restonic Corporation, USA, it is the 4th largest spring mattress company.

**K.Madhavan**
Managing Director
Peps Industries

**USP OF PEPS**
Right from inception, Peps understood the importance and benefits of sleeping on a quality spring mattress. We have dedicated a majority of our time in educating the consumer on this. Without looking at geographic boundaries, we have ensured to enlighten on our product to the populace from metros and the rural areas. Additionally, Peps has always endeavoured towards bringing international products to the Indian consumer. Catering to all sections of society, Peps’ products fall into three categories: affordable luxury, international luxury and ultra-luxury. This ensures that every member of the population has access to a quality sleep. Peps is also the only Indian company with a licensing agreement with Restonic Corporation of the USA, the fourth largest spring mattress company in the world. This gives Peps exclusive access to the unique technology of Restonic.

We at Peps came to the realisation that the millennial age is a super charged up lot with goals and ambition that drive them to dream of big. They have no fear whatsoever to chase their dreams.

This resulted in our current brand position of being a ‘dream maker’. Through our incremental product innovation and a 360-degree communication approach, we intend to take on the mandate of being dream makers as a brand platform and connect in a way that allows the brand to go beyond the product and resonate with consumer’s emotions be it his hopes, dreams, aspirations and anxieties. Through the dream makers platform, we intend to fuel the consumer’s dreams by helping them sleep, perform and achieve better.

**GROWTH TRAJECTORY**
Consistently, over the last five years, Peps has grown at a CAGR of 33%, with a turnover of over `400 crores. We plan on achieving the coveted turnover of `600 crores in the year 2019/20.

**TRENDS FOR MATTRESSES**
Currently, Peps deals exclusively with innerspring products and continues to hold over 5-6 per cent of mattress market in the segment. The hospitality industry, specifically, will continue to demand the most luxurious products as they cater to audiences, who have experienced international comforts and demand the same. Peps has partnerships with many ultra-luxury hotels across India to provide uber-luxurious, flame retardant mattresses that meet the highest of standards.

Over the last 5 years, Peps has grown at a CAGR of 33%, with a turnover of over `400 Crore
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  - SR-942D
  - Cooks up to 2.5 Kgs of Rice
  - 4.2 L

  - SR-942D (55)
  - Cooks up to 2.5 Kgs of Rice
  - 4.2 L

  - SR-972D
  - Cooks up to 4.5 Kgs of Rice
  - 7.2 L

  - 5 Hours Keep Warm
  - Consistently Good Performance
  - Noodles in 15 Min Kitchen
  - Noodles, Noodles, Noodles
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  - 1500 Watts
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Hopes pinned on GST Simplification

Regional Presidents and EC members of FHRAI share their views on the recently-announced Budget, while expressing hopes that the GST simplification will be to their advantage.

Kanchan Nath

Finance Minister Nirmala Sitharaman presented the Union Budget for India on July 5, 2019. She stated, “FDI inflows have remained robust despite global headwinds. India’s FDI inflows remained strong despite global slippages. We saw a 6 per cent y-o-y growth in foreign investment. Railway infrastructure would need an investment of ₹50 lakh crore between 2018 and 2030.”

She emphasised on proposing to use Public-Private partnership to unleash faster development. “Strategic disinvestment of PSUs is now a priority for the Government.” She shared that the Government will take steps to hike FDI cap in aviation. She also said that India will enter aircraft financing and leasing activities. It was also mentioned that the GST process will be simplified. Government has decided to open Indian embassies and high commissions in countries where India doesn’t have a resident diplomatic mission, and under this scheme it has approved opening of 18 new embassies in Africa and four new embassies in 2019 will be unveiled. The only news in the tourism front stressed on development of tourism sites. The minister said, “We would develop 17 iconic tourism sites and get it upgraded to world class levels to attract domestic as well as foreign tourists.”

A digital repository of architecture, traditional art and folk dances will be set up to showcase our country’s rich tribal cultural heritage and promote authentic and ethno-tourism. Other highlights of the budget include— expansion of Swachh Bharat mission to undertake sustainable solid waste management in every village; making of PAN card and Aadhar card interchangeable for ease of taxpayers.
India’s GDP is expected to increase to $32.05 trillion (US$ 492.21 billion) in 2028
The government’s proposal to introduce aircraft financing and leasing will bring down the costs for carriers, hopefully.

Also, the announcement of identifying and developing 17 iconic tourism sites and budgetary allocation of ₹100 lakh crore for infrastructure development will boost domestic air travel demand. This will surely help the hospitality industry in the long-run.

The Budget also announced that an Expert Committee will be set up to recommend structure and flow of funds through development of finance institutions.

However, the industry’s demand for a competitive GST rate — that makes India an expensive tourist destination — rate was ignored. Also, our demand of free E-visas for five years has not been met.

These are surely going to impact foreign tourist arrivals in the country. Besides, even though the sector has been a key growth driver and one of the biggest employment generators, this Union budget didn’t have any concrete provisions for the hospitality segment.

The Union Budget presented by the Finance Minister is targeted towards growth and infrastructure. Though, once again, there is no specific direction for the hospitality and tourism industry. But, if one considers the push for infrastructure development in terms of road and air connectivity, there is an indirect benefit that will impact the tourism and hospitality industry favourably. It is expected that accessibility and new destinations will result in more travel and increase in tourist footfalls. The development of our heritage sites into world-class heritage destinations will also give an added fillip to both industries.

The tourism and hospitality industry had expressed their hope for a supportive budget. They had hoped that the GST system would be rationalised for restaurants and were looking at 5 per cent flat without availing Input Tax Credit or the other option would be to fix it at 12 per cent with Input Tax Credit, but that request has not been addressed in the Budget.

The tourism industry is growing by leaps and bounds. Foreign Tourist Arrivals is also surging, while domestic travel is increasing steadily. Added to this an increasing room demand and a lower rate of addition of rooms will contribute to an overall growth in revenue. Other key factors that are driving growth are medical tourism; India is attracting a lot of arrivals in terms of the medical tourism segment. The MICE sector in India has also witnessed a constant growth. An increase in travel by young millennials also contribute to the surge in tourism.

Occupancy levels are seeing an upswing trends which indicate that the occupancy levels could increase to about 68 to 70 per cent over the next few years. The mid-scale and the budget hotels are doing well and this could be attributed to the rise of domestic tourism. ICRA estimates improvement in average room rates across most markets in India in 2019.

**Union Budget targeted towards infrastructure; no specific direction for hospitality and tourism sector**
The Union Budget 2019 did not look upon the tourism and hospitality industry, except about a few notable announcements. For tourism and hospitality, the Budget proposal to develop 17 iconic tourist sites will allow creation of additional infrastructure and draw more tourist inflow and create islands of excellence. The budgetary allocation for infrastructure development will help catalyse strong domestic tourism. With a vision to upgrade 1,25,000 km of road length over the next 5 years, Tier II cities will be significantly connected to the urban cities, thereby, making the tourism industry grow. The single quarterly GST return for establishments with revenue less than ₹5 Crore, is a welcome move. Liberalisation of FDI and easing its norms will attract investments from foreign players, which will help in stabilising the aviation industry and churn benefits for the tourism industry.

Revision in GST rates, definitive steps on input tax credit, boosting travel-related foreign exchange earnings and long-pending requirement industry status continues to be ignored.

The tax rate on hotels rooms with tariff of ₹7500 and above also remains staggeringly high compared to popular international destinations like Thailand, Indonesia and Sri Lanka, rendering Indian travel and hospitality industry as uncompetitive.

“The tax rate on hotels rooms with tariff of ₹7500 and above remains staggeringly high”

Surinder Kumar Jaiswal
President
HRANI

The tax rate on hotels rooms with tariff of ₹7500 and above also remains staggeringly high compared to popular international destinations like Thailand, Indonesia and Sri Lanka, rendering Indian travel and hospitality industry as uncompetitive.
Dr M Venkadasubbu
Jt Hony Secretary
FHRAI

The Union Finance Minister Nirmala Sitharaman proposed a capital expenditure of ₹1,60,175,64 crore for the Railway Ministries for 2019-20 in the Budget. This is the highest ever in the history; focus will be on modernisation with these surplus funds. The Railways will improve movement of both domestic and foreign tourist. It is estimated that ₹100 Lakh cr is to be spent on infrastructure in next five years. Proposal for the interlinks of highways through a grid will connect the ports, cities and tourist spots.

Airports in Tier-3 cities will increase the footfall of the tourist across the country. Waterways for transport and goods migration attract both domestic and international tourist.

Thus, creating connectivity by air, water, rail and roadways is a boon to the tourism industry. We hope the projects move to implementation stage at the earliest. India needs inter-connectivity to become the most preferred tourist destination.

This also makes the heritage and rural tourist destination more accessible and brings them closer to sustainable growth. Heritage tourism too, has got a boost with 17 heritage destinations to be focused upon in this Budget and a huge spending is committed to bring them to world standards.

Enhancing the limit of Income Tax concession of 25 per cent, from 240 Crores to 400 Crores, will be a relief for the top hotel chains. Government promises for better water management which would help to improve the water availability. In budget segment hotels, the first three months were slow, followed by summer tourism, which was positive.

Pradeep Shetty
Jt Hon Secretary
FHRAI

The Budget announced has been a disappointment for the tourism sector, yet again, as no specific measures or redressal of painful issues viz, infrastructure status, non-availability of export status to Forex earnings, 28 per cent GST / need for rationalisation, long-term funding/borrowings etc, has been addressed. The inherent power of the tourism sector, as being the largest employment generator and capable of true social reformation, has not yet been recognised. The silver lining is however the reference to 17 new monuments.

Also, when one looks at the larger picture of reforms and measures being taken, the macro economics, fund outlays for development / infrastructure, FDI reforms will definitely pave way for enabling conducive environs and business development for the sector.

Buoyed by such measures in aid of general economy, the industry must continue on its efforts with the policy makers for the due recognition and reliefs.

HOSPITALITY® FIRST
SIX MONTHS OF 2019

For the industry, the months between January to March 2019 was good but the months of April and May 2019 have been not fruitful, and it remained slow in June.

The inherent power of the tourism sector has not yet been recognised in the Budget
Lakshyaraj Singh Mewar  
EC Member  
FHRAI

In the Union Budget 2019, Government of India has tried to promote the tourism industry with limited scope as compared to other countries globally. Although the Government has taken steps to transform 17 iconic sites into world-class destinations to boost tourism sector, there is much more to be done for elevating the tourism industry in India.

The Minister also said that the Government is mulling organising an annual global investors’ meet in India, hoping to get top industrialists, global pensioners and other key global players to invest in India.

The outlay for tourism and culture ministries saw a marginal increase of 1.82 per cent and 7 per cent respectively in the current Budget.

No provision has been made in the Budget for reduction of rate of GST from the present 28 per cent. Had the GST rates been reduced to a reasonable limit, the industry would have immensely benefitted.

Future of the hospitality industry in India is hopeful due to its geographical locations of the country and its diverse portfolio of niche tourism products – cruises, adventures, medical, wellness, sports, MICE, eco-tourism, film, rural and religious tourism. At present, India attracts merely one per cent of global tourist and two per cent of foreign expenditure.

Tourism also thrives on basic infrastructure development, thereby, improvisation of connectivity of rail, road and air needs to be improved considerably for the convenience of tourists.

Outlay for Tourism & Culture Ministries saw a marginal increase of 1.82% & 7% respectively

Vineet Taing  
EC Member  
FHRAI

It has been a fairly balanced budget. We were hopeful of some tax relief on the hospitality and tourism which has been brought about, much to the benefit of the industry. Reduced GST and other tax reliefs will boost domestic demand and purchasing power infusing liquidity in the market. This will positively impact the hospitality and tourism sector indicating more entrepreneurs setting off their business journeys. Government’s strategic move towards promoting tourism is appreciable. Unveiling of 17 iconic world-class tourist sites have been announced, which can muster more footfall and foster revenue. There is a long road ahead for this sector’s growth and we look forward to some positive effects for the industry.

HOSPITALITY@ FIRST  
SIX MONTHS OF 2019

We have witnessed a decent first half of the year 2019. With increasing business travellers, scaling corporate events and influx of tourists, hotels have received considerable occupancy in the first quarter. There was around 5-6 per cent increase in occupancy in comparison with the last year.

We have witnessed an average occupancy of 80 per cent in city hotels. However, due to high temperature and an ever-expanding summer season the occupancy in the resorts remained at 65 per cent only in the second quarter. In accordance with it, the ARRS is around 11,000 for city hotels and 12,000 for resorts.

HOSPITALITY@ FIRST

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OPINION

Tax reliefs boost domestic demand & purchasing power
Ravaged by Cyclone Fani, the MAYFAIR and Swosti groups in Odisha share how they got back on their feet.

Kanchan Nath
IMPACT OF CYCLONE FANI
Our properties located at Puri, Gopalpur-on-Sea and Bhubaneswar got affected due to severe cyclonic storm Fani. Our teams were present in the properties during the cyclone and were absolutely vigilant throughout. The most affected was MAYFAIR Lagoon, Bhubaneswar, as most of the trees were uprooted. Our Bhubaneswar and Gopalpur properties had incurred fewer damages due to lesser intensity of the cyclone than Puri, hence, we did not completely stop the guest operation.

However, our Puri property was closed for one month for restoration as it had incurred maximum damages. However, our CMD – Dilip Ray took personal interest and procured 40,000 trees from all across the country.

DISASTER MANAGEMENT
Disaster Management is utmost important for a hotel nowadays as natural calamities are occurring in each and every part of the world, quite often. Almost every year, Odisha East coast is hit by natural disasters in terms of cyclone or flood. In order to face the same, we have a team, who are trained in handling disasters and are skilled in its management, under the leadership of respective resort managers and team at the corporate office. We have Standard Operating Procedures (SOPs) and set guidelines, which are prepared logically and handed over to our resort managers for downward circulation. Training classes and demos are done on disaster management regularly by our security and training department and the resort managers. It is an on-going process and our team strives to remain proactive to face any kind of disaster or natural calamities.

CLOSE TO THE HEART
During this most difficult time, the entire MAYFAIR family came forward and contributed effortlessly to restore back the operation. However, the effort of our garden team touched my heart, the kind of precautionary measures they had taken to save each and every trees that we have in our properties before the cyclone was as if these trees are a part of their family.

But the intensity of the cyclone was such, inspite of their best of the effort, most of the trees were grounded. Post cyclone, the entire garden team worked day and night to restore the trees with utmost care and sincerity.

SUSTAINABILITY SOPS
Some mentioned sustainability practices have been included in Groups’ SOPs to reduce, reuse and recycle, they are herewith as follows:

installation of solar panels in all our units, 100 per cent shift to LED lights, zero wastage of water and 100 per cent reusing the STP & WTP water for gardening purposes, bio-waste compost plant installed, germi-culture has been made compulsory in all hotels, optimum load control in laundry machines & use of automatic chemical dosing pumps, recycle all discarded bed linen in to dusters and discarded bath linen to mops, among more.

CRZ RULES
All our properties are well aware of CRZ rules and the facilities are developed according to the CRZ rules. I don’t see any impact on our business due to the rules.

Souvagya Mohapatra
Executive Director
MAYFAIR Hotels and Resorts

Souvagya Mohapatra
IMPACT OF CYCLONE FANI
Cyclone Fani has made a big impact to the industry and mostly in Puri and twin cities. We were also affected by the disaster in a larger way. The resort was doing extremely well and also projected to excel in May 2019. But, due to Fani, there was a huge slowdown of footfalls for both May and June. The early intimation by government organisations did really work out for us to plan the entire process in a better way. This had helped us to evacuate guests from the resort one day prior to the cyclone. We made eight rescue teams from our resort itself to look after different areas of the resort. We ensured to bring people from close by villages to the resort and accommodate them in our big banquet hall and arrange their food as well. **We had almost evacuated 500 villagers and made them stay with us for more than 48 hours.** We started our operation the very next day with 90 per cent of our inventory ready for operations. There was a proper timeline provided to each team to ensure restoration is completed on time.

BEING PREPARED FOR DISASTER MANAGEMENT
Disaster management has become an important issue as hospitality key players continually seek ways to cope with these unexpected events. Effective disaster management for hospitality firms entails the development of partnerships between the firm and external partners, such as government and non-governmental agencies, suppliers and the media. Moreover, researchers have emphasised on the importance of organisational management system and its strategic objectives in dealing with a crisis, by considering value creation instead of profits. Proactive planning and emergency preparedness help forecasting the event, risk reduction. We keep this into six categories:

1. **Pre – Event** - Which is prevent and preparedness.
2. **Prodormal** - Where crisis is about to hit
3. **Emergency** - Where the disaster hits, action is needed so that the damage could be minimal
4. **Intermediate** - Which is restoration of a certain service in a very short term
5. **Recovery** – Repair, reinvestment /reinstate might take a long time
6. **Resolution** – Normal state creation

We have a disaster management team who takes care of all. Being a resort on the bank of lake, which...
touches the sea in Bay of Bengal, we always have to be prepared. We ensure adequate training to our concerned dept and all the employees is imparted. Govt organisations, NGOs, media play a vital role about the understanding of the situation, regarding how severe the disaster is going to be, which enables us to plan ahead easily.

CLOSE TO THE HEART
The biggest trees of the resort which provided a lot of shade were uprooted.

SUSTAINABILITY SOPS
Sustainable activity is our regular practice. With a focus on minimising energy use and water conservation, our resort has rain water harvesting facilities. We avoid unnecessary water consumption by using special water taps and shower heads with pressure reduces valves, shower heads and urinals working with censors, STP water being used for flushing, etc. With this system, we plan to save 10 million litres water a year. Combined with initiatives such as flow restrictors in showers and recycled treated water for garden irrigation our aim is to reduce the pressures on locally available water sources. Gardens, lawns are watered by sprinkler and drip irrigation only in night time to prevent unnecessary evaporation. We also advise our guest to reuse linen, till it’s possible to minimise the use of detergent and chemicals.

We encourage using local product and services, which are environmentally benign. We also support organic production by using raw materials with eco-labels for the production of alternative food and beverage.

All garbage bins are properly sorted and separated and fertilisers are extracted from wet garbage using bio-compost automated machine and being utilised in lawns and gardens. We reuse guest’s left-over soap for spotting white cloth in laundry department.

CRZ RULES
We are right on the bank of lake and CRZ regulations are strict. We are coming under CRZ III zone NDZ and it was not possible for us to do any kind of construction between 50-100mtrs. The resort is away from the lake which obstructs the view and developmental work in the bank of the lake is prohibited as per guidelines.
Eagle Forgings
HOTEL & RESTAURANT EQUIPMENT DIVISION
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Bittel, one of the leading manufactures of hotel phones, started to think and apply technology to ensure better use for the Land-Line phone. They wanted to offer hotel guests not just a phone, but a gadget which enhances their stay experience at the hotel. Keeping this in mind, Bittel introduced a new line of designer phones under the name of ‘UM77’.

UM77, a unique product can be attributed as the first true Multimedia Phone and was a runaway success after its launch. It incorporates a Phone, Radio, Dock/Speakers, Clock, Bluetooth, NFC.... All-In-One. It is compact and did not use much space on the table, thus leaving enough space for the guest to store his personal belongings, while still providing a versatile gadget with multiple features all-in-one.

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**UNIQUE UPHOLSTERY**

- Famed for their luxurious hand-woven silk fabrics with original designs rooted in Indian traditions, yet exuding a universal appeal, RR Decor as a brand, stands apart in the furnishing’s world. Their latest collection, Basalt is, yet another example of their master weaves with modern sensibilities unleashing magic. Basalt is a versatile collection of vibrant decorative weaves that is the epitome of style, elegance and practicality. Its sumptuous textures inject luxury and richness into any space. The collection boasts a cheerful palate that adds an element of playfulness and fun to statement upholstery.

**MODERN ABODE**

- The exquisite array of living room tiles by Antica Ceramica comprising of faux wood tiles. Ceramic tiles and porcelain tiles, are perfect to add versatility and decoration. Contrasting colours of the flooring create sophisticated flair.

**FRENCH COMFORT**

- Houzilla, an interior design company, recently launched its first furniture catalog, ‘French Wicker Furniture’. “We wanted to create a product line that is in no way inferior to that available in France,” says Rahul Jain, Founder of Houzilla. Houzilla currently offers collection in various colours in 40 designs. The frame of the chair is made from natural Rattan using the time-honored process.

**ILLUMINATING CRYSTALS**

- Windfall, the contemporary crystal lighting expert from Germany, has launched two new statement lights, brought to India by Emery Studio. The lights — Downtown and Boule — feature crystals free to shine unhindered, flooded with light from above or through the latest generation of LED lighting with warm, discreet and effective light. Known for celebrating crystals in a unique way in their creations, Windfall’s latest offerings showcase crystal elements that create magical and sumptuous lighting solutions — opulent.
**WOODY TONE**

- Lamiwood has launched Holz Parket Hardwood Floors in the market. The Holz Parket Engineered Hardwood flooring comes with a three-layer construction & Valinge 2G click locking which does not need any sub-floor, plywood base, nails, staples or glue. It can be installed straight on the floor with a plastic underlay. This engineered wooden flooring is not just popular because of its beauty, but also for its unique properties such as resistance to moisture and temperature variations. The Holz Parket engineered hardwood flooring has UV protected coating with real wood brushed surface. It has variation through grains and real wood tone. The flooring has a standard 15mm thickness with 4mm of precious wood top layer. It has a standard length of 1900mm (more than 6 feet) and 190mm wide planks.

**CONSOLES THAT VOICE LUXURY**

- Mads Creations has launched a new range of consoles that are sleek, elegant and add oodles of sophistication to the contemporary interiors. Fashioned out of rich materials like marbles, wood and metals, with glossy and shimmery finishes, the consoles reek of luxury. The perfectly crafted pieces showcase simple lines and meticulous details making for stunning appearances. Wherever the placement, they will do justice to the memorabilia or accessories you are going to place on them.

**ELEGANT MODULES**

- Vitra introduced its latest Memoria Black series. The series is designed by the world-renowned designer Christophe Pillet. Slim profile, gracefully angular forms and with a masterful play on nuances, the series’ components are complemented by smartly thought out details, adding up to an exclusive bathroom experience.

**LAZE IN WILDERNESS**

- Indus has introduced Animal Print Furniture Collection at their flagship store in Delhi. The collection consists of sofa sets, armchairs, poufs and lounge chairs, which are in different animal prints. Laza leisure chair is made of solid wooden frame in durable feather fabric which has zebra print, whereas, Philapao Pouf is an iconic piece with mohair upholstery based on solid wood frame, which creates chic look and adds spunk to a given space.
THE IMPERIAL’S GREEN RIDE FOR ENVIRONMENTAL CAUSE

To promote responsible conduct to preserve the environment, The Imperial, New Delhi, initiated a cycle rally, ‘Ride for green’, on the occasion of World Environment Day. The rally with associates was organized to highlight alternative practices to ‘Beat Air Pollution’ in alignment with the United Nation’s theme for this year. An extension of The Imperial’s pledge to #GiveUp plastic for Beating Plastic Pollution and decrease its usage, the cycle rally was a call to action to combat and adopt greener practices to reduce air pollution. The cyclists started the ride from the hotel to Janpath Road, heading to Dr Rajendra Prasad Marg, then to Raisina Road, Vijay Chowk, Rajpath and India Gate and then back to Janpath Road to the hotel.

Vijay Wanchoo, Sr. Executive VP and GM, The Imperial New Delhi expressed, “The Imperial New Delhi is committed towards adopting environment-friendly practices to ensure that we function as a responsible organisation. With the ‘Ride for Green’ initiative we are expanding our sustainability efforts further to highlight the need for nature-friendly ways of transport as I believe that this is the need of the hour. We believe in changing for a better tomorrow and it all starts with us. Carrying forward our efforts to recycle and reduce plastic usage while reducing energy consumption across the hotel, our endeavor to beat air pollution has just begun.”

NOW, EXPERIENCE A FRENCH RIVIERA IN NOIDA

L’Opéra, the French Pâtisserie, Boulangerie and Salon de Thé (Tea Room) has launched its biggest outlet at Max Towers, Noida. Known for bringing the original bakery and pastry flavours of France to India, the outlet was formally inaugurated by Alexandre Ziegler, the French Ambassador to India, in a glittering ceremony. The event also marked the brand’s 15th retail outlet in Delhi-NCR and 16th in total. The Delhi-based finest and award-winning brand plans to operate over 50 outlets across the country in the next five years. To celebrate the occasion, the Samandari family (the Founding family) organised an exclusive brunch for over 200 guests that included Ambassadors and High Commissioners, personalities from the government, world of business, arts and fashion, patrons and media.

“With an increase in demand, L’Opéra has got bigger with a new set up called Salon de Thé,” says Laurent Samandari, Managing Director, L’Opéra. “With ample seating for a traditional French breakfast and other meals, as well as an array of other products for a quick bite, one can soak in an authentic French experience.”

Located on the ground floor of newly launched Max Towers-- an excellent corporate office tower in sector 16 B, near DND Flyover, Noida-- it’s an authentic French style Salon de Thé spread over 1500sq ft. that accommodates up to 52 guests. “L’Opéra at Max Towers will no doubt become a landmark and reference for the modern offices and residences coming up in Noida,” says Kazem Samandari, Executive Chairman.
The 13th Annual General Meeting of Les Clefs d’Or India, an association of Society of the Golden Key, witnessed presence of all the Indian 5-star hotel Concierges in Pune. The event was hosted under the able leadership of Shaunak Vengurlekar, Honorary President - Concierge Association of Western Region at St Laurn, Pune. National Honorary President, Edwin Saldanha welcomed all the 122 Concierge delegates across the country at the meeting. The Regional Honorary Presidents of the four zones of the country Shaunak Vengurlekar (Western Region), Vignesh Venkatraman (Southern Region), David Aaron (Eastern Region) and Rajesh Kumar Yadav (Northern Region) made a presentation for the year related to the progress. The newly elected executive committee members were as follows; Honorary President Edwin Saldanha, Honorary 1st Vice President, Rajesh Yadav with an additional responsibility to develop Nairobi, Honorary 2nd Vice President, Shaunak Vengurlekar with an additional responsibility to develop Sri Lanka, Honorary 3rd Vice President Vignesh Venkatraman, Honorary General Secretary, Nilesh Belapallu, Honorary Assistant GS, Sachin Mehta, Honorary Treasurer, Rocky Saldanha, Honorary Assistant Treasurer, Albert John, Honorary Director Digital Media, Satish Gaikwad and Honorary Member David Aaron. The three Vice President’s will be responsible for the growth and development of all the regions in India.
appointments

BISWAJIT CHAKRABORTY
General Manager Delegate
Pullman & Novotel New Delhi Aerocity
Pullman & Novotel New Delhi Aerocity have designated Biswajit Chakraborty as their new General Manager Delegate (Cluster General Manager). He will spearhead the operations of the prestigious tripartite venture between Singapore GIC, InterGlobe & Accor. With an intricate understanding of the luxe segment, Chakraborty considers himself a catalyst that adds impetus to his team, by further creating finer experiences for the luxury and upscale travel and business market in the country. With over 30 years of experience behind him, he has been the driving force behind some of the world’s top luxury hotels.

VIKAS KUMAR
General Manager
Westin Pushkar Resort and Spa
Vikas Kumar has been appointed as the General Manager of The Westin Pushkar Resort and Spa. Kumar has taken on the responsibility for overseeing the hotel operations and ensuring stellar standards of guest service, with which the Westin brand is globally renowned. Honing on his extensive experience of over 18 years in the hospitality industry, which includes almost a decade spent with Marriott International Hotels, he leads the executive team of The Westin Pushkar Resort & Spa, with innovative and proactive strategic planning and strong interpersonal and tactical management skills.

MUNISH BHATIA
General Manager
Radisson Blu New Delhi Dwarka
Munish Bhatia has been appointed as the General Manager of Radisson Blu New Delhi Dwarka. With 23 years of experience he has held numerous positions in several departments. He has worked with various renowned brands of hotels like Intercontinental Hotels Group, The Grand, Radisson Hotels Group and couple of international Hotels in Dubai. Prior to joining Radisson Blu Hotel New Delhi Dwarka, he was associated with Radisson Blu Hotel, Greater Noida, as a General Manager.

ANOOP PANDEY
General Manager
The Westin Sohna Resort and Spa
The Westin Sohna Resort and Spa has appointed Anoop Pandey as the General Manager. An enterprising and creative leader, Pandey comes with nearly two decades of experience with expertise in all departments of hospitality. He began his journey with the Leela Palaces, Hotels and Resorts and worked across its various properties. Prior to his latest assignment, he served as Resident Manager at The Westin Gurgaon, where he was responsible for developing business plans and implementing new ideas.

ABHISHEK MISHRA
Food and Beverage Director
Sheraton Grand Bangalore Hotel at Brigade Gateway
Sheraton Grand Bangalore Hotel at Brigade Gateway has appointed Abhishek Mishra as Food and Beverage Director. Mishra’s new role includes responsibility to carry out overall culinary operations, which includes financial, managerial and operational aspects of the hotel’s F&B endeavours. He started his career as a Catering Assistant, Restaurant Supervisor and then worked as a Restaurant Manager at their South Indian Specialty and all-day Dining from 2006 to 2010.
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